



REPLY TO
ATTENTION OF:

DEPARTMENT OF THE ARMY
US ARMY MEDICAL DEPARTMENT ACTIVITY
576 JEFFERSON AVENUE
JOINT BASE LANGLEY-EUSTIS VA 23604-5548

18 January 2011

Office of the Commander

Dear Craven Army Health Clinic Enrollee,

Craven Army Health Clinic (CAHC) has been a subordinate clinic of McDonald Army Health Center (MCAHC) for many years and it will close in accordance with the Base Realignment and Closure (BRAC) of FT Monroe. While closure is going to be a sad occasion it is important that you understand that health care will be available for you on Fort Eustis.

You may have read our recent article in the 26 Nov 2010 issue of the *Casemate Newspaper* or attended a town hall meeting where you heard about the shift of your healthcare enrollment. Our commitment is to provide safe, quality health care and ask that you give us the opportunity to continue to serve you and your family. We are prepared to receive the CAHC beneficiaries. Over the past two years, we have hired additional staff and expanded specialty care services to prepare for the additional enrollment. Our scope of services is broader, to include a Family Health Clinic, a newly expanded Pediatric clinic, and a variety of specialty and ancillary services. We are confident you will feel as comfortable at MCAHC as you do at CAHC.

Information on the primary care managers at MCAHC will be available at the TRICARE Service Center, CAHC/MCAHC if you are interested in knowing their area of focus or wish to identify a provider by name. In order to change enrollment, please complete the enclosed application and return to the TRICARE Service Center at MCAHC (Monday-Friday, 0730-1630); the TSC representative at CAHC on Tuesdays (0730-1630); or mail to: Health Net Federal Services, LLC, P.O. Box 870143, Surfside Beach, SC 29587-9743. You may also transfer enrollment by calling 1-877-874-2273. If you have additional questions visit the TSC during specified hours or contact Ms Gail LeConte at (757) 314-7766 or Ms JoAnne Pope at (757) 314-7448, Beneficiary Counseling & Assistance Coordinators.

We look forward to being your healthcare facility of choice.

Sincerely,

A handwritten signature in black ink, reading "Karen M. Gausman", is positioned above the typed name.

Karen M. Gausman
Colonel, US Army
Commanding